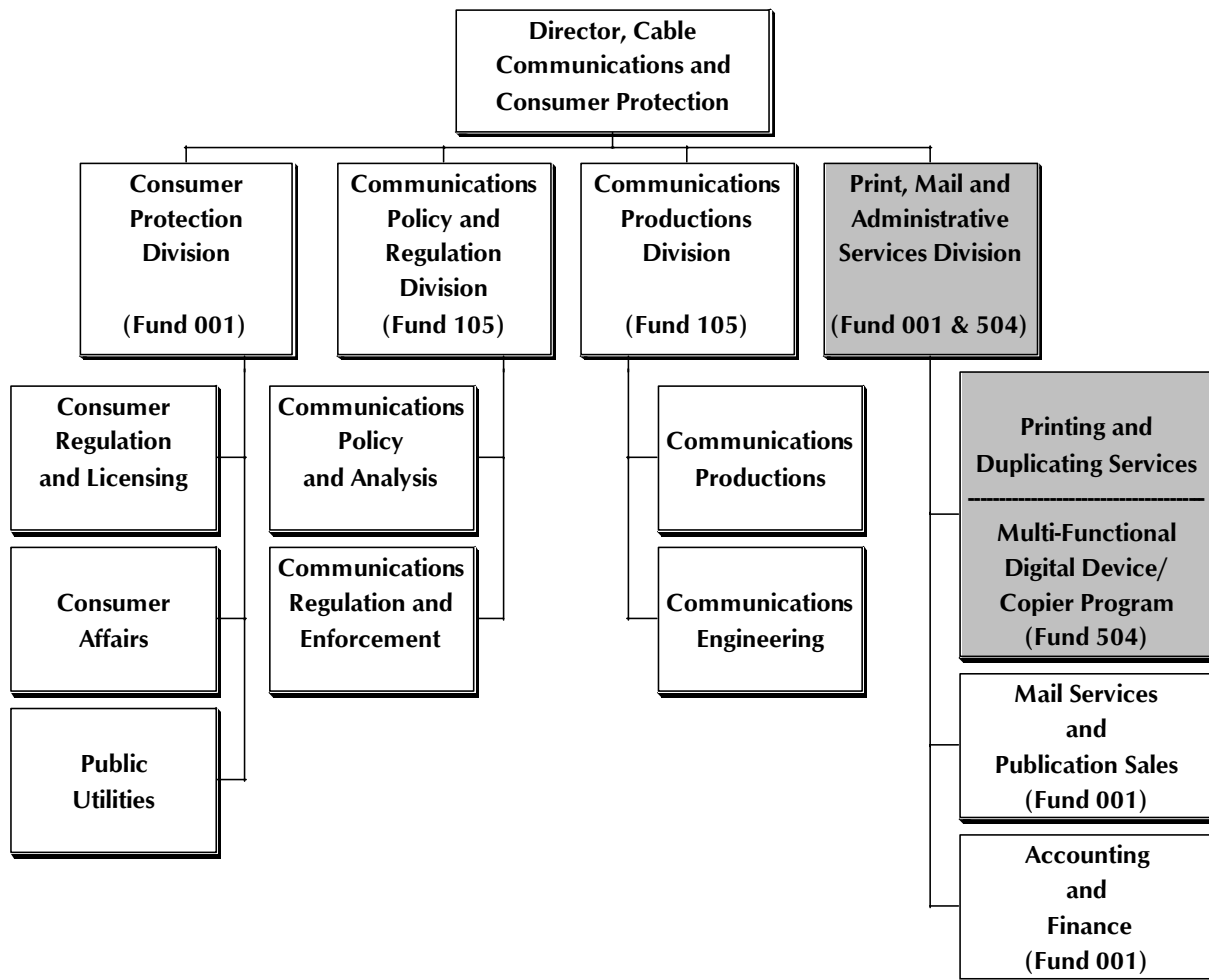


Fund 504 Document Services



The Department of Cable Communications and Consumer Protection (DCCCP) is the umbrella agency for four distinct functions: Consumer Protection; Communications Policy and Regulation; Communications Productions and Print, Mail and Administrative Services. The total agency staff of 92/92.0 SYE positions and a \$17.4 million budget is dispersed over three funding sources. The Consumer Protection Division, which educates consumers, responds to consumer complaints and ensures business compliance with applicable laws and regulations is presented within the Public Safety Program Area (Volume I) and is fully supported by the General Fund. The Cable Communications function, which includes the Communications Policy and Regulation Division and Communications Productions Division, is responsible for television programming and for communications regulation, and is presented in Fund 105 (Volume 2). Fund 105 is supported principally by revenue received from local cable operators through franchise agreements. The department reorganized in FY 2006 and as a result created the Print, Mail and Administrative Services Division which administers countywide printing and duplicating services; mail and publication sales; and accounting and finance services. This new division replaces the previous Document Services Division. Mail Services and Publications Sales along with Accounting and Finance are programs presented in the Legislative-Executive Functions/Central Services Program Area in Volume 1. Printing and Duplicating Services, presented in Fund 504 (Volume 2), is funded by revenues received from County agencies and the Fairfax County Public Schools (FCPS) for printing and duplicating services. The Department of Information Technology is responsible for the management of the Multi-Functional Digital Device/Copier Program and the fiber Institutional Network (I-Net). While the functions of Cable Communications and Consumer Protection provide diverse services, they all provide quality customer service to the community and work collaboratively with County agencies, neighboring jurisdictions and professional organizations.

Fund 504

Document Services

Mission

To provide and coordinate high speed production printing services to County agencies as well as to the Fairfax County Public School System.

Focus

The Department of Cable Communications and Consumer Protection's Print Shop is responsible for providing high speed digital black and white and color printing, offset printing and bindery services. In FY 2006, Printing and Duplicating Services produced over 26.2 million digital black and white, an increase of 1.8 million impressions or 7.4 percent more than in FY 2005. The Print Shop also generated 6,563 billable hours in offset printing with 97 percent of all jobs meeting requested deadlines. The Print Shop also conducts printing consultations to assist County and School staff with their printing requirements and provides recommendations on available printing methods, document layout and bindery options. All direct labor and material costs associated with these services, as well as an equipment replacement reserve fee, are recovered from customer agencies.



THINKING STRATEGICALLY

Strategic issues for the department include:


- o Improving our competitive advantage, based on cost and service quality, compared to alternative document service providers in the market; and
- o Utilizing new technologies to improve and enhance printing and copying services.

The Department of Information Technology is responsible for managing the County's Multi-Functional Digital Device (MFDD) Program which provides copier service to all County agencies. The County replaced its copier inventory in recent years with new state-of-the-art digital multi-functional devices (DMFD) through an operating lease. These devices are capable of copying, printing, faxing and scanning (to email or scan to a desk-top). The replacement and upgrade included new job-based accounting and tracking software, which eliminates the old system.

New Initiatives and Recent Accomplishments in Support of the Fairfax County Vision

 Maintaining Healthy Economies	Recent Success	FY 2008 Initiative
Worked in conjunction with the Fairfax County Public Schools to successfully replace analog copy machines with digital multi-functional devices capable of copying, printing, faxing and scanning.	<input checked="" type="checkbox"/>	
 Exercising Corporate Stewardship	Recent Success	FY 2008 Initiative
Developed a Request for Proposal for the lease of new digital color and black and white high speed production printers. Awarded contract in FY 2007.	<input checked="" type="checkbox"/>	
Established and hired a Digital Print Analyst position using existing staff resources to provide network support and analysis for digital printing.	<input checked="" type="checkbox"/>	
Conducted random focus group sessions with customers to obtain feedback on Print Shop services in an effort to meet and exceed customer expectations.	<input checked="" type="checkbox"/>	
Develop and implement a method to receive continual customer service feedback on printing services.		<input checked="" type="checkbox"/>

Fund 504 Document Services

 Exercising Corporate Stewardship	Recent Success	FY 2008 Initiative
Develop marketing plan to educate customers on printing services offered in order to generate additional business.		<input checked="" type="checkbox"/>
Establish a pool of temporary staff who are qualified as printing technicians to supplement peak work load times in the Print Shop.		<input checked="" type="checkbox"/>
Expedite customer requests while reducing the outsourcing of jobs by replacing obsolete equipment with automated printing equipment.		<input checked="" type="checkbox"/>
Expanded the Enterprise Printing networking of 458 digital multi-function copiers that included a new job-based accounting and tracking system which allows for accurate program management.	<input checked="" type="checkbox"/>	

Budget and Staff Resources

Agency Summary					
Category	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan	FY 2008 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	17/ 17	17/ 17	17/ 17	17/ 17	17/ 17
Expenditures:					
Personnel Services	\$990,795	\$1,105,860	\$1,105,860	\$1,178,138	\$1,178,138
Operating Expenses	4,492,369	5,783,457	4,791,791	3,137,911	3,137,911
Capital Equipment	2,002,803	0	2,758,745	2,378,282	2,378,282
Total Expenditures	\$7,485,967	\$6,889,317	\$8,656,396	\$6,694,331	\$6,694,331

Position Summary		
1 Printing Services Manager	2 Printing Shift Supervisors	4 Print Shop Operators I
2 Customer Services Specialists	6 Print Shop Operators II	1 Print Shop Helper
1 Digital Printing Analyst		
TOTAL POSITIONS		
17 Positions / 17.0 Staff Years		

FY 2008 Funding Adjustments

The following funding adjustments from the FY 2007 Revised Budget Plan are necessary to support the FY 2008 program:

- ◆ **Employee Compensation** **\$72,278**
An increase of \$72,278 for salary adjustments necessary to support the County's compensation program.
- ◆ **Other Operating Adjustments** **(\$545,545)**
A decrease of \$545,545 in Operating Expenses primarily associated with savings resulting from a renegotiated contract for the digital copying equipment leased by the Print Shop, as well as transferring a portion of Copier Program expenses to Capital Equipment, as required by the Department of Finance.
- ◆ **Capital Equipment** **\$2,378,282**
Funding of \$2,378,282 in Capital Equipment for capitalized lease payments associated with MFDD Program copier equipment.

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Document Services

- ◆ **Carryover Adjustments** **(\$706,881)**

A decrease of \$706,881 due to the carryover of one-time expenses as part of the *FY 2006 Carryover Review*, including \$48,137 in Operating Expenses and \$658,744 in Capital Equipment. Of this amount, \$223,485 was included as encumbered carryover and \$438,396 was included as unencumbered carryover for the MFDD Program to cover ongoing requests from County agencies for additional devices due to increased program requirements, workload, and the opening of new facilities.

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2008 Advertised Budget Plan, as approved by the Board of Supervisors on April 30, 2007:

- ◆ The Board of Supervisors made no adjustments to this fund.

Changes to FY 2007 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2007 Revised Budget Plan since passage of the FY 2007 Adopted Budget Plan. Included are all adjustments made as part of the FY 2006 Carryover Review and all other approved changes through December 31, 2006:

- ◆ **Carryover Adjustments** **\$706,881**

An increase of \$706,881 due to the carryover of one-time expenses as part of the *FY 2006 Carryover Review*, including \$48,137 in Operating Expenses and \$658,744 in Capital Equipment. Of this amount, \$223,485 was included as encumbered carryover and \$483,396 was included as unencumbered carryover for the MFDD Program to cover ongoing requests from County agencies for additional devices due to increased program requirements, workload, and the opening of new facilities.

The following funding adjustments reflect all approved changes to the FY 2007 Revised Budget Plan from January 1, 2007 through April 23, 2007. Included are all adjustments made as part of the FY 2007 Third Quarter Review:

- ◆ **Third Quarter Adjustments** **\$1,060,198**

During the *FY 2007 Third Quarter Review*, Operating Expenses were increased by \$1,060,198. In addition to the \$306,816 in additional revenue, \$753,382 in existing fund balance was appropriated to support the increase in expenditures. The increase for the Operating Expenses was primarily due to expenses associated with an increase in the amount of commercial printing requested by County agencies and the Fairfax County Public Schools (FCPS). In addition, the increased revenues are primarily due to higher than anticipated request for Print Shop work from both County agencies and the FCPS.

Key Performance Measures

Goal

To provide high speed production printing services to all County agencies and the Fairfax County Public Schools in order to fulfill their informational and educational objectives with printed material.

Objectives

- ◆ To provide quality printing and duplicating services in a cost-effective and timely manner by recovering 100 percent of offset and digital expenses.
- ◆ To provide an efficient cost per copy charge by managing the MultiFunctional Digital Device program, while maintaining customer satisfaction at 85 percent.

Fund 504

Document Services

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate/Actual	FY 2007	FY 2008
Output:					
Offset printing hours billed	NA	NA	NA / 6,563	6,474	6,500
Digital black and white impressions produced (in millions)	27.0	24.4	25.0 / 26.2	25.0	25.0
Digital color impressions produced	920,263	1,498,895	1,500,000 / 2,427,527	2,000,000	2,000,000
Office copies made (in millions) (1)	67.0	65.8	75.0 / 68.1	75.0	68.1
Efficiency:					
Cost per offset printing hour billed	NA	NA	NA / \$213.11	\$122.60	\$169.34
Cost per digital black and white impression produced	\$0.045	\$0.059	\$0.049 / \$0.046	\$0.055	\$0.061
Cost per digital color impression produced	\$0.280	\$0.159	\$0.160 / \$0.172	\$0.229	\$0.195
Cost per office copy (1)	\$0.045	\$0.045	\$0.045 / \$0.045	\$0.045	\$0.045
Client charge per office copy (1)	\$0.045	\$0.045	\$0.045 / \$0.045	\$0.045	\$0.045
Service Quality:					
Percent of clients satisfied with offset printing services	NA	NA	NA / 97%	97%	97%
Percent of clients satisfied with digital black and white jobs	NA	NA	NA / NA	95%	95%
Percent of clients satisfied with digital color jobs	NA	NA	NA / NA	95%	95%
Percent of office copier clients satisfied with services (1)	85%	85%	85% / 85%	85%	85%
Outcome:					
Percent of offset expenses recovered	NA	NA	NA / NA	100%	100%
Percent of digital black and white expenses recovered	NA	NA	NA / NA	100%	100%
Percent of digital color expenses recovered	NA	NA	NA / NA	100%	100%
Percent change in cost per copy (1)	0.00%	0.00%	0.00% / 0.00%	0.00%	0.00%

(1) This indicator measures performance of the Multi-Functional Digital Device Program which is a function of the Department of Information Technology.

Fund 504

Document Services

Performance Measurement Results

In FY 2006, the Print Shop produced 9.6 million impressions of offset printing, as well as 26.2 million impressions of digital black and white printing, with 97 percent of jobs meeting scheduled deadlines. In FY 2006, 2,427,527 digital impressions were produced in color, an increase of 928,632 impressions or 62 percent more than in FY 2005. The increase in the number of digital color printing jobs reflects industry trends in the shift in workload from offset printing to digital color printing.

While the customer satisfaction survey will first be used in FY 2007, at the request of the Print Shop, the Department of Human Resources facilitated four focus group sessions with Print Shop customers during FY 2006 and estimated the customer satisfaction rate to be 97 percent.

In FY 2007, the Print Shop will begin to track offset printing performance by the number of hours billed, which is the benchmark used by the printing industry. The agency was also able to ascertain actuals in FY 2006 for some of the related indicators. Realignment of personnel is expected to generate a decrease in the cost per offset hour billed and an increase in the cost per digital impression in FY 2008 as compared to FY 2006 actuals.

Fund 504

Document Services

FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

	FY 2006 Actual	FY 2007 Adopted Budget Plan	FY 2007 Revised Budget Plan	FY 2008 Advertised Budget Plan	FY 2008 Adopted Budget Plan
Beginning Balance	\$476,479	\$42,362	\$1,502,625	\$777,850	\$24,468
Revenue:					
County Receipts	\$3,126,748	\$2,499,407	\$2,637,474	\$2,147,513	\$2,147,513
School Receipts	2,115,093	1,346,153	1,514,902	1,753,970	1,753,970
Reserve	120,272	125,863	125,863	175,397	175,397
Total Revenue	\$5,362,113	\$3,971,423	\$4,278,239	\$4,076,880	\$4,076,880
Transfer In:					
General Fund (001) ¹	\$3,150,000	\$2,900,000	\$2,900,000	\$2,900,000	\$2,900,000
Total Transfer In	\$3,150,000	\$2,900,000	\$2,900,000	\$2,900,000	\$2,900,000
Total Available	\$8,988,592	\$6,913,785	\$8,680,864	\$7,754,730	\$7,001,348
Expenditures:					
Personnel Services	\$990,795	\$1,105,860	\$1,105,860	\$1,178,138	\$1,178,138
Operating Expenses	4,492,369	5,783,457	4,791,791	3,137,911	3,137,911
Capital Equipment	2,002,803	0	2,758,745	2,378,282	2,378,282
Total Expenditures	\$7,485,967	\$6,889,317	\$8,656,396	\$6,694,331	\$6,694,331
Total Disbursements	\$7,485,967	\$6,889,317	\$8,656,396	\$6,694,331	\$6,694,331
Ending Balance²	\$1,502,625	\$24,468	\$24,468	\$1,060,399	\$307,017
Print Shop Replacement					
Equipment Reserve	\$1,478,025	\$16,160	\$16,160	\$191,557	\$191,557
PC Replacement Reserve ³	24,600	8,308	8,308	5,000	5,000
Print Shop Operating Reserve ⁴	0	0	0	863,842	110,460
Unreserved Ending Balance	\$0	\$0	\$0	\$0	\$0

¹ The \$2.9 million General Fund Transfer In supports the equipment lease in the County's Copier Program. The current lease is for three years and is due to expire in mid FY 2009. In addition, as the County Print Shop faced unanticipated increased commercial printing and paper costs in FY 2006, an increase to the General Fund Transfer was included in the FY 2006 *Third Quarter Review* to support Print Shop Operations for the remainder of year.

² The ending balance supports two reserves for the agency and fluctuates depending upon the needs of the fund in a given year.

³ The PC Replacement Reserve provides for the timely replacement of computer equipment for the activities in this fund.

⁴ The Print Shop Operating Reserve is used to provide financial support to the Print Shop program as the technical and business practices in the industry evolve.